



"Pearce, David"  
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.com>

To: <airportEIR@longbeach.gov>  
cc:  
Subject: IN FAVOR of Terminal Expansion

12/05/2005 11:15 AM

To Whom It May Concern,

Please record this as a vote strongly IN FAVOR of the proposed terminal expansion as delineated by the draft EIR. I am currently a pilot with JetBlue Airways based in Long Beach. I realize that some will consider my opinion to be biased and short sighted due to my employment status. However, I believe that my job also gives me valuable insight.

I think the most important thing for everyone to realize is that those who use the Long Beach Airport (KLGB) are customers of the City of Long Beach, not just of the airline they have chosen to fly. Regardless of whether they live or stay locally, the first and last impression that the customers have of Long Beach is their experience at the airport – it is the gateway to your city. The image presented at the airport is the only image many people will have of Long Beach so it behooves us all to ensure that this image is extremely positive.

While everyone seems to enjoy the character of the airport (notably the art deco building), the actual facilities are severely lacking. There currently is not enough room for customers during normal operations and this problem is only exacerbated during any delays. The lack of adequate space and concessions causes customers to quickly become frustrated with what they see as a "second rate" facility. The city is also losing a significant revenue opportunity by not having space for more concessions.

Thanks for this opportunity to express my opinion. Sincerely,

David Pearce